

COVID-19 Frequently Asked Questions

This document is intended to accompany the COVID-19 fact sheet provided on the Columbus Public Health COVID-19 web page (www.columbus.gov/coronavirus). If you cannot find the information you're looking for in this document or the fact sheet, please call 614-645-1519.

For more information about the novel coronavirus disease (COVID-19), please visit the Centers for Disease Control and Prevention at www.cdc.gov/coronavirus/. For the most recent updates on COVID-19 in Ohio, please visit the Ohio Department of Health at <https://coronavirus.ohio.gov/>.

For more COVID-19 resources from Columbus Public Health, please visit www.columbus.gov/coronavirus.

What is COVID-19?

COVID-19 (coronavirus disease 2019) is a respiratory illness caused by a novel (new) coronavirus that can spread from person to person.

Am I at risk for COVID-19 in Columbus?

There have been confirmed cases of COVID-19 in Columbus and Franklin County. The situation is rapidly evolving and the [risk](#) may change daily. The latest updates are available from the [Ohio Department of Health](#) and the [Centers for Disease Control and Prevention](#).

What are the signs and symptoms of COVID-19?

Reported illnesses have ranged from people with mild symptoms to people becoming severely ill.

The most common signs and symptoms are:

- Fever of 100.4°F (38°C) or greater
- Cough (usually dry and unproductive)
- Shortness of breath

Report to your local emergency room or call 911 if:

- Difficulty breathing or unable to catch your breath especially during rest
- Persistent pain or pressure in your chest

Call 911 immediately if any of the following occur:

- New confusion or not able to be woken
- Bluish lips or face

Who is at risk for developing severe illness?

- People aged 65 years and older
- People who live in a nursing home or long-term care facility
- People with high-risk conditions such as:
 - Chronic lung disease or moderate to severe asthma
 - Serious heart conditions
 - Being immunocompromised (Many conditions can cause a person to be immunocompromised, including cancer treatment, smoking, bone marrow or organ transplantation, immune deficiencies, poorly controlled HIV or AIDS, and prolonged use of corticosteroids and other immune-weakening medications.)
 - Severe obesity

How can I get tested?

Call – don't visit – your primary health care provider. Only a health care provider can evaluate your symptoms for COVID-19. If you do not have a health care provider, call 614-645-1519.

What should I do if I think I've been exposed to COVID-19?

If you're currently having symptoms and would like to talk to someone, you can call the Infectious Disease Investigation team at Columbus Public Health at 614-645-1519.

How is COVID-19 transmitted?

The virus that causes COVID-19 is mainly transmitted through droplets generated when an infected person coughs, sneezes or speaks. You can be infected by touching a contaminated surface and then touching your eyes, nose or mouth before washing your hands.

How should I clean surfaces in my house?

Routinely clean frequently touched surfaces (for example: tables, doorknobs, light switches, handles, desks, toilets, faucets, sinks and electronics (see below for special electronics cleaning and disinfection instructions) with household cleaners and EPA-registered disinfectants.

Follow label instructions. Labels contain instructions for safe and effective use of the cleaning product including precautions you should take when applying the product, such as wearing gloves and making sure you have good ventilation during use of the product.

Can I donate blood or plasma?

Healthy individuals can still donate in areas that have issued shelter-in-place declarations. Please contact the American Red Cross at 1-800-RED CROSS (1-800--733-2767) or visit their website at <https://www.redcrossblood.org/> to obtain additional information.

Who can I contact if I'm a tenant concerned about being evicted?

Please call the Columbus City Attorney's office at 614-645-5650 for questions regarding your rights as a tenant during the COVID-19 pandemic.

I am a tenant who has tested positive with COVID-19 and will soon be evicted, is there a place for me to go?

Please call our housing assistance hotline at 1-614-274-7000 to get directly into an isolation shelter to avoid exposing others.

How do I report a complaint pertaining to COVID-19?

Contact the City of Columbus 311 Service Center by phone or email:

- Phone: (614) 645-3111 (Mon-Fri: 7 a.m.-6 p.m.)
- Email: https://311.columbus.gov/Question_comment.aspx

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